717841.4

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Attorney Docket Number

DECLARATION FOR UTILITY OR	Number	717041.4			
DESIGN	First Named Inventor	Anand R. Kumar			
PATENT APPLICATION	СОМ	PLETE IF KNOWN			
(37 CFR 1.63)	Application Number	10/735,470			
Declaration Declaration	Filing Date	December 12, 2003			
Submitted OR Submitted after Initial With Initial Filing (surcharge	Art Unit	3691			
Filing (37 ČFR 1.16 (e)) required)	Examiner Name	John O. Preston			
I hereby declare that: (1) Each inventor's residence, mailing address, and citizenship are as stated below next to their name;					
and (2) I believe the inventor(s) named below to be the original which a patent is sought on the invention titled:	ginal and first inventor(s) of the su	ubject matter which is claimed and for			
METHOD AND APPARATUS FOR PROVIDING II MANAGEMENT	NTEGRATED CUSTOMER C	ARE AND WORK-FLOW			
the specification of which	(Title of the Invention)				
is attached hereto					
OR		:			
was filed on (MM/DD/YYYY)	as United States Application Nu	mber or PCT International			
Application Number 10/735,470 and was amended on (MM/DD/YYYY) (if applicable).					
I hereby state that I have reviewed and understand the corany amendment specifically referred to above.	ntents of the above identified appl	lication, including the claims, as amended by			
I acknowledge the duty to disclose information which is mapart applications, material information which became available international filling date of the continuation-in-part application	able between the filing date of the	n 37 CFR 1.56, including for continuation-in- prior application and the national or PCT			
Authorization To Permit Access To Application	by Participating Offices				
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In accordance with 37 CFR 1.14(c), access may be provide Access to Application by Participating Offices.	ed to information concerning the	date of filing the Authorization to Permit			
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<b>DECLARATION -</b>	<ul> <li>Utility or</li> </ul>	Design	Patent Ar	plication
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Claim of Foreign Priority Benefits  I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application							
on which priority is claimed.	is certificate(b), or any i	i intornational application		no soloto mar ot mo approance.			
	Country	Foreign Filling Date	Priority Not	Certified Copy Attached?			
Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Claimed	YES NO			
Number(s)		(MIMIDDITITI)	Ciamieu	720 110			
Additional foreign application	on numbers are listed on	a supplemental priority dat	a sheet PTO/SB/0	02/B attached hereto.			

[Page 2 of 7]
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	elephone			Email	
us 3	314-480-1500			pto-sl@huschblackwell.com	
	WARNIN	G:			
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NAME OF SOLE OR FIRST INVENTOR:	A petition ha		filed for this uns	<del></del>	
Given Name (first and middle [if any])		Family	y Name Or Sun	name ·	
Anand R.		Kum	ar		
Inventor's Signature	•		}	6 10 2010	
MR Angud Kamar					
Residence: City Bismarck	State ND	Ì	Country US	Citizenship IN	
Mailing Address 1727 N. Grandview Lane, #108	1	<u>.</u>			
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Bismarck	ND	ı	58503	US	

Additional inventors or a legal representative are being named on the 4 supplemental sheet(s) PTO/SB/02A or 02LR attached hereto.

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Country US

Date

Citizenship US

A petition has been filed for this unsigned inventor

Family Name or Surname

DECLARATION			TONAL INVENTOR(S) emental Sheet	
				Page 4 of 7
Name of Additional Joint Inventor, if any:		A pe	tition has been filed for	this unsigned inventor
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State ND

State ND

City

Mandan

Connie L.

Residence: City

Inventor's Signature

Name of Additional Joint Inventor, if any:

Given Name (first and middle (if any))

Mandan

ZIP 58554

Country US

Schaner

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Kelley C.	Kunnanz				
Inventor's Signature			Date		
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Mailing Address 7211 Moonlight Road					
City Bismarck	State ND	ZIP 58503	Country US		
This collection of information is required by 35 U.S.C. 115 an to file (and by the USPTO to process) an application. Conf Patents, P.O. Box 1450, Alexandria, VA 22313-1450.					

PTO/SB/02A (07-07)

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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Supplemental Sheet

					Page 5 of 7	
Name of Additional Joint Inventor, if any:		A pe	tition has been filed for	this	unsigned inventor	
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Brent			erts ,		···	
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Mailing Address 108 Glenallen Drive						
City St. Peters	State MO		ZIP 63376	Co	ountry US	
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Given Name (first and middle (if any)	)		Family Na	ame or Surname		
William		Fram	е			
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Name of Additional Joint Inventor, if any:		7 4 200	tition has been filed for i			
Given Name (first and middle (if any))	<del></del>	T V ber		ame or Sumame		
Rex Moorman			<del></del>			
Inventor's Signature					Date	
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Malling Address 2945 Meyer Road	<del></del>					
City Englatell	Conta NO		710 69240	0	contact 110	

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DECLARATION			TIONAL INVENTOR( lemental Sheet	(S)	Page 6 of 7	
Name of Additional Joint inventor, if any:		Ape	elition has been filed f	or this	unsigned inventor	
Given Name (first and middle (if any	))	Famil	y Name or Surname			
Channon O.		Low	nan			
Inventor's Signature					Date 6/10/10	
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Mailing Address 2508 12th Ave NW	-					
City Mandan	State ND		ZIP 58554	C	ountry US	
Name of Additional Joint Inventor, if any:	Г	Ape	tition has been filed fo	or this	this unsigned inventor	
Given Name (first and middle (if any)					ne or Surname	
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Inventor's Signature					Date	
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Mailing Address 36 Saint Nicholas Ct.						
City O'Fallon	State MO		ZIP 63366	Co	ountry US	
Name of Additional Joint Inventor, if any:		Apet	ition has been filed fo	r this i	unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname				
Todd		Mayfi	eld			
Inventor's Signature				Ţ	Date	
Residence: City St. Peters	State MO		Country US		Citizenship US	
Mailing Address 19 Country Creek Dr.	,		<del></del>	<del></del>		

City St. Peterse State MO ZIP 63376 Country US

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Name of Additional Joint Inventor, if any:		A patition ha	s been filed for	this unsigned inve	enfor
Given Name (first and middle (if any		Family Name		-1	· · · · · · · · · · · · · · · · · · ·
Jeannine	en de la companya de Barangan de la companya de la compa	McConnell			
Inventors Domaine	MG	rrelf		Date 7/	0106/0
Residence City Mogresville	State NC	Coun	try-US	Citizenship	us v
Mailing Address 354 Robinson Rd	19 <del>14年</del> (新聞) (1				
City Mooresville	State NC	ZIP	28117	Country US	
Name of Additional Joint Inventor, if any:	<b>计是世界创新</b>	The Flance of	h. 46711 242	his unsigned inve	Mor
Given Name (first and middle (framy)			Family Nar		
Market House of the Company of the C		eren in der			沙湖窟
Inventor's				Date	
Rosidence: Cfty	State	Gount		Citizenship	
Malling Address				44年,1954年 短篇图》,元代元	
Olty. Name of Additional Coint liventor, if any:	State	ZP	i indignater	Country ::	
Given Name (first and middle (if any))		TO THE STREET	Family Nam		等于( <b>连</b> 重数)
	en energia de la composición del composición de la composición de			<b>海南</b>	
Inventors Signature				Date 1	
Residence: City = .	State	Count	等型是 文章	Citizenship.	
				2000年2 1000年2 2000年2	
Mailing Address					

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DEGLADATION FOR UTILITY OF	Attorney Docket Number	717841.4			
DECLARATION FOR UTILITY OR DESIGN	First Named Inventor	Anand R. Kumar			
PATENT APPLICATION	COMPLETE IF KNOWN				
(37 CFR 1.63)	Application Number	10/735,470			
Declaration Declaration	Filing Date	December 12, 2003			
Submitted OR Submitted after Initial With Initial Filing (surcharge	Art Unit	3691			
Filing (37 CFR 1.16 (e)) required)	Examiner Name	John O. Preston			
I hereby declare that: (1) Each inventor's residence, mailin and (2) I believe the inventor(s) named below to be the original patent is sought on the invention titled:	g address, and citizenship are as ginal and first inventor(s) of the su	stated below next to their name; ubject matter which is claimed and for			
METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT					
(Title of the Invention) the specification of which					
is attached hereto					
OR 12/12/2003					
was filed on (MM/DD/YYYY)	as United States Application Nu	mber or PCT International			
Application Number 10/735,470 and was a	imended on (MM/DD/YYYY)	(if applicable).			
I hereby state that I have reviewed and understand the cor any amendment specifically referred to above.	ntents of the above identified appl	ication, including the claims, as amended by			
I acknowledge the duty to disclose information which is ma part applications, material information which became availant international filing date of the continuation-in-part application	able between the filing date of the	n 37 CFR 1.56, including for continuation-in- prior application and the national or PCT			
Authorization To Permit Access To Application	by Participating Offices				
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## **DECLARATION** — Utility or Design Patent Application

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Prior Foreign Application	Country	Foreign Filing Date	Priority Not	Certified Copy Attached?	
Number(s)		(MM/DD/YYYY)	Claimed	YES NO	
Additional foreign application	on numbers are listed on	a supplemental priority dat	a sheet PTO/SB/	02/B attached hereto.	

[Page 2 of 7]
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Country	Telephone		Email	
ue ·	314-480-1500		pto-si@huschblackwell.com	
05	WADNIN	IC.	pto-signasonoiaonicinooni	
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Anand R.		Kumar		
Inventor's Signature			Date	
MR Angud Kumar			6/10/2010	
Residence: City	State ND	Country US	Citizenship IN	
Bismarck Malling Address		1_55	J	
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City	State	ZIP	Country	
Bismarck	ND	58503	US	
Additional inventors or a legal representative are be	ing named on the 4 supp	lemental sheet(s) PTO/S	SB/02A or 02LR attached hereto.	

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## **DECLARATION**

ADDITIONAL INVENTOR(S) Supplemental Sheet

Page 4 of 7

Name of Additional Joint Inventor, if any:		A petition has been filed for this unsigned inventor				
Given Name (first and middle (if any))  Family Name or Surname						
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Inventor's Signature				7	Date	
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Connie L.		Schai	ner			
Inventor's Connie L Delaner : Date 6-11-10					Date 6-11-10	
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City Mandan	State ND		ZIP 58554	Co	untry US	
Name of Additional Joint Inventor, if any:		A pet	ition has been filed for I	lhis u	nsigned inventor	
Given Name (first and middle (if any))			· Family Nar			
Kelley C.		Kunna	anz			
inventor's Signature					Date	
Residence: City Bismarck	State ND		Country US		Citizenship US	
Mailing Address 7211 Moonlight Road			···-			
City Bismarck	State ND		ZIP 58503	Co	untry US	

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Supplemental Sheet

				Page 5 of 7
Name of Additional Joint Inventor, if any:	A petition has been filed for this unsigned inventor			
Given Name (first and middle (if any)) Family Name or Surname				
Brent Roberts				
Inventor's				
Signature	<del></del>			Date
Residence: City St. Peters	State MO		Country US	Citizenship US
Mailing Address 108 Glenallen Drive	<del></del>	<del></del>	T	<u> </u>
City St. Peters	State MO		ZIP 63376	Country US
Name of Additional Joint Inventor, if any:		A pet	ition has been filed for t	this unsigned inventor
Given Name (first and middle (if any))	) Family Name or Surnam			me or Surname
William		Frame	<b></b>	
Inventor's Signature Milliam	Ina	m		Date 6/10/2010
				,
Residence: City Sunriver	State OR		Country US	Citizenship US
ATOM Jointo Dood				
Mailing Address 17268 Jacinto Road	T			<u>                                     </u>
City Sunriver	State OR		ZIP 97707	Country US
Name of Additional Joint Inventor, if any:		A pet	ition has been filed for t	this unsigned Inventor
Given Name (first and middle (if any))			Family Nar	me or Surname
Rex		Moorn	nan	
Inventor's Signature				Date
Residence: City Foristell	State MO		Country US	Citizenship US
Mailing Address 2945 Meyer Road	1		1 -	
City Foristell	State MO		71D 63249	Country US

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**Date** 

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Country US

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State MO

State MO

Signature

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Residence: City St. Peters

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Inventors Olornare	me	innell	Date	120/2010
Residence: City Mogresville	State: N	Country U		hip us
Mailing Address 354 Robinson Rd	· · · · · · · · · · · · · · · · · · ·			
<u>сну.</u> Mooresville	State NC	Zip 281	17 County US	
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inventors Signatures				
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Anand R. Kumar

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Number

**DECLARATION FOR UTILITY OR** 

**DESIGN** 

Attorney Docket

First Named Inventor

PATENT APPLICATION	COMPLETE IF KNOWN							
(37 CFR 1.63)	Application Number	10/735,470						
Declaration Declaration	Filing Date	December 12, 2003						
Submitted OR Submitted after Initial With Initial Filing (surcharge	Art Unit	3691						
Filing (37 ČFR 1.16 (e)) required)	Examiner Name	John O. Preston						
I hereby declare that: (1) Each inventor's residence, mailing address, and citizenship are as stated below next to their name; and (2) I believe the inventor(s) named below to be the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought on the invention titled:								
METHOD AND APPARATUS FOR PROVIDING I	NTEGRATED CUSTOMER C	ARE AND WORK-FLOW						
the appointment of which	(Title of the Invention)							
the specification of which								
is attached hereto								
OR								
was filed on (MM/DD/YYYY)	as United States Application Nu	ımber or PCT International						
Application Number 10/735,470 and was amended on (MM/DD/YYYY) (if applicable).								
I hereby state that I have reviewed and understand the contents of the above identified application, including the claims, as amended by any amendment specifically referred to above.								
I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.								
Authorization To Permit Access To Application	by Participating Offices							
If checked, the undersigned hereby grants the USPTO authority to provide the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the World Intellectual Property Office and any other intellectual property offices in which a foreign application claiming priority to the above-identified application is filed access to the above-identified patent application. See 37 CFR 1.14(c) and (h). This box should not be checked if the applicant does not wish the EPO, JPO, KIPO, WIPO, or other intellectual property office in which a foreign application claming priority to the above-identified patent application is filed to have access to the above-identified patent application.								
In accordance with 37 CFR 1.14(h)(3), access will be provided to a copy of the application-as-filed with respect to: 1) the above-identified patent application-as-filed; 2) any foreign application to which the above-identified patent application claims priority under 35 U.S.C. 119(a)-(d) if a copy of the foreign application that satisfies the certified copy requirement of 37 CFR 1.55 has been filed in the above-identified US application, and 3) any U.S. application from which benefit is sought in the above-identified patent application.								
In accordance with 37 CFR 1.14(c), access may be provide Access to Application by Participating Offices.	ed to information concerning the	date of filing the Authorization to Permit						

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## **DECLARATION** — Utility or Design Patent Application

Claim of Foreign Priority Benefits								
I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.								
Prior Foreign Application Number(s)	Prior Foreign Application Country Foreign Filing Date Priority Not Certified Copy Attached?							
Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02/B attached hereto.								

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NAME OF SOLE OR FIRST INVENTOR:	A petition h		his unsigned inve	entor			
Given Name (first and middle [if any])		Family Name	O Sufficients				
Anand R. Inventor's Signature	<del></del>	Liviniai	Date	1			
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Residence: City	State	Country	Citizensi IN	ilp			
Bismarck	ND ND	US					
Malling Address 1727 N. Grandview Lane, #108							
City	State ND	ZIP 58503	Country				
Bismarck				I R attached hereto.			
Additional inventors or a legal representative are being named on the 4 supplemental sheet(s) PTO/SB/02A or 02LR attached hereto.							

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DECLARATION			ADDITIONAL INVENTOR(S) Supplemental Sheet			
<u></u>		<u> </u>			Page 5 of 7	
Name of Additional Joint Inventor, If any:	Г	7 A per	tition has been filed for	this	unsigned inventor	
Given Name (first and middle (if any))	<u>L</u>	T	ly Name or Surname			
Brent		Robe				
Inventor's Signature	· <del></del>				Date	
Residence: City St. Peters	State MO		Country US		Citizenship US	
Mailing Address 108 Glenallen Drive	· · · · · · · · · · · · · · · · · · ·		T	<del></del>	·····	
City St. Peters	State MO		ZIP 63376	Co	ountry US	
Name of Additional Joint Inventor, if any:		A petition has been filed for this unsigned inventor				
Given Name (first and middle (if any))		Family Name or Surname				
William		Frame	e			
Inventor's Signature					Date	
Residence: City Sunriver	State OR		Country US		Citizenship US	
Mailing Address 17268 Jacinto Road					,	
City Sunriver	State OR		ZIP 97707	Cc	ountry US	
Name of Additional Joint Inventor, if any:		A pet	ition has been filed for t	this unsigned inventor		
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Rex		Moorn	nan			
inventor's Signature The Woon			_		Date 6-14-10	
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Residence: City Foristell	State MO		Country US		Citizenship US	
Mailing Address 2945 Meyer Road						
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DECLARATION		ADDITIONAL Supplementa	INVENTOR(S) I Sheet		age 7 of 7
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Name of Additional Joint Inventor, if any:	1 3		and or Avid	his unsigned inventor	
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Jeannine		McConnell.			4
Inventors Clancine I	M. C.	rell		7/20/3 Date	010
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Inventors Signature				Date	是 是 是 是 是 是 是 是 是 是 是 是 是 是
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